

SERIAL NUMBER 09/137,989	FILING DATE 08/21/98	CLASS 707	GROUP ART UNIT 2771	ATTORNEY DOCKET NO. 003395.P001
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APPLICANT FRANK A. GALDES, MENLO PARK, CA; MARK A. ERICSON, REDWOOD CITY, CA.

CONTINUING DOMESTIC DATA*** *NONE*

VERIFIED

BH

371 (NAT'L STAGE) DATA*** *NONE*

VERIFIED

BH

FOREIGN APPLICATIONS*** *NONE*

VERIFIED

BH

FOREIGN FILING LICENSE GRANTED 09/08/98

Foreign Priority claimed 35 USC 119(a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	STATE OR COUNTRY CA	SHEETS DRAWING 8	TOTAL CLAIMS 20	INDEPENDENT CLAIMS 3
Verified and Acknowledged <i>BH</i> Examiner's Initials		Initials			

ADDRESS
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TITLE
METHOD AND APPARATUS FOR NETWORK BASED CUSTOMER SERVICE

FILING FEE RECEIVED \$790	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT NO. _____ for the following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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Bib Data Sheet

CONFIRMATION NO. 3547

SERIAL NUMBER 09/137,989	FILING OR 371(c) DATE 08/21/1998 RULE	CLASS 345	GROUP ART UNIT 2771	ATTORNEY DOCKET NO. 003395.POO1
APPLICANTS FRANK A. GALDES, MENLO PARK, CA; MARK A. ERICSON, REDWOOD CITY, CA;				
** CONTINUING DATA *****				
** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 09/08/1998				
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after met Allowance		STATE OR COUNTRY CA	SHEETS DRAWING 8	TOTAL CLAIMS 20
Verified and Acknowledged Examiner's Signature _____ Initials _____				INDEPENDENT CLAIMS 3
ADDRESS 758				
TITLE METHOD AND APPARATUS FOR NETWORK BASED CUSTOMER SERVICE				
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